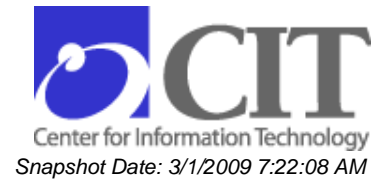


## Customer Service Report for DCOB

For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
<b>ASR</b>											
Colocation-OFF	0	0	0	3	0	2	0	0	1	0	0
Colocation-ON	0	0	0	11	0	10	0	0	1	0	0
Other	0	0	0	2	0	2	0	0	0	0	0
<b>General Information</b>											
Inquiry	1	0	0	0	0	1	0	0	0	0	0
<b>NIH Data Center</b>											
Aperture Vista	0	19	0	4	0	6	0	0	17	0	0
<b>NIHNET</b>											
inquiry	0	1	0	0	0	0	0	0	0	1	0
<b>Security</b>											
General Info	2	0	0	0	0	0	0	0	2	0	6
<b>Grand Total:</b>	<b>3</b>	<b>20</b>	<b>0</b>	<b>20</b>	<b>0</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>1</b>	<b>0</b>

Total Tickets Closed:	22
Total Tickets Assigned/Pending/Checked Out:	21
Total Tickets Created:	43